



**TO : US Department of Health and Human Services
Public Health Services
Vessel Sanitation Inspection**

**FROM : Mr. Theodoros Savva
Senior General Manager Hotel Operations – Louis Cruise Lines**

RE : Statement of Corrective Action

DATE : January 4th, 2001

PAGES : 1 of 7

The following action has been taken to correct each of the deficiencies noted during the Sanitation Inspection conducted onboard the vessel "The Emerald" on 19th of December at the port of San Juan, Puerto Rico.

**1.10 Potable Water / Pools / Spas / Child's Activity Center /
Ventilation / Housekeeping**

Action taken

All observations were concerning the revised VSP Operations Manual 2000.

11. REF. NO. 26 Dishwashing

Several previously cleaned plates were soiled with egg residue.

Action taken

Sanitation Officer has been instructed accordingly and greater attention will be paid during pre-wash. As per USPH inspectors, pre-soaking of the plates may take place as well. We have already implemented this procedure.



12. REF. NO. 16

Pastry

The interior temperature of 2 cans of non-dairy cream in an undercounter refrigerator was 55°F. Several cartons of a non-refrigerated cream were placed in the refrigerator effecting the ambient air temperature.

Action taken

The refrigerator has been fixed since the morning of the inspection. Additionally, Pastry and all Galley staff in general have been advised to utilize blast chiller to ensure that prior to placing a food item in a refrigerator it has a proper internal temperature.

13. REF. NO. 21/27

Hot Galley

The interior of the grill was not easily cleanable and was soiled with food and grease residue.

Action taken

Sanitation Officer has been advised accordingly to ensure more thorough cleaning. Another solution suggested by USPH inspectors is being looked into as well.

14. REF. NO. 16

Cold Pantry

A partially cut wheel of cheese was not dated.

Action taken

Galley Department has been instructed to label all cut cheese wheels as per USPH observation.

15. REF. NO. 16

Cold Pantry

No information pertaining to the hazards of eating ham or undercooked foods was provided to the passengers.



Action taken

This has already been rectified. We have included this information, as per USPH inspectors' advice, in the general welcoming information, which is given to all passengers upon embarkation.

16. REF. NO. 21

Hot Galley

The Ro-Fry was out of order and wasn't used. Remove.

Action taken

The Ro-Fry machine has been removed and will only be placed back in service if and when spare parts are received.

17. REF. NO. 21

Toast Area

Both toasters were out of order. Repair or replace as soon as possible.

Action taken

The two toasters have been removed and spare parts were ordered. A newly toaster which was received in Santo Domingo on December 20, 2000 has now been installed.

18. REF. NO. 21/27

Crew Mess

The interior of the fryer was not easily cleanable and was heavily soiled with grease.

Action taken

Sanitation Officer has been instructed to advise his staff accordingly as well as to check more thoroughly to ensure that fryer cleaning is properly done.

19. REF. NO. 33

Food Service – General

The deck pantries around the scappers mess heavily corroded.



Action taken

This was mainly an issue relating to the Crew Galley. Repair will take place in 4 weeks. Also, constant grouting by onboard personnel takes place to minimize this problem.

20. REF. NO. 21/27 Crew Mess

The interior of the Vitality machine was not easily cleanable and was soiled with juice residue.

Action taken

Although Vitality juice machines in other sections of the vessel were cleaned properly, the Vitality juice machine in the Crew Mess was not cleaned properly. Crew Steward has been advised accordingly. Additionally, purchase order 341 was raised to receive a special plastic insert produced by Vitality, which prevents juice residue from getting into non-easily cleanable areas. This was done as per USPH advice.

21. REF. NO. 33 Food Service – General

The bulkheads, decks, and deckheads throughout the food service areas had cracks, open scars, and other non-easily cleansable features.

Action taken

Many gaps and open seams as well as crevices have been closed with hard silicon. Additionally, certain crevices will be sealed with stainless steel material.

22. REF. NO. 16 Bistro

Sliced ham on buffet was held at 64°F. All other hot and cold temperatures were acceptable.

Action taken

Galley personnel has been instructed to more effectively utilize blast chiller to ensure that food is displayed in the buffet at the proper internal temperature.



23. REF. NO. 26

Bistro

Food residue was noted in several bowls found on the buffet line.

Action taken

Sanitation Officer has been instructed accordingly and greater attention is paid during the pre-wash stage of chinaware at the Bistro area.

24. REF. NO. 22

Bistro

Plates were nested together in warewash rack during wash, rinse, sanitize cycles preventing full exposure. Serving trays were found in bottom of machine blocking several lower wash manifold nozzles.

Action taken

Dishwash personnel has been advised to constantly check for any items that may fall into the bottom of the machine during the wash or rinse cycle.

25. REF. NO. 23

Bistro

Observed pre-wash operation was minimal. Bottom of pre-wash and wash sections of warewash machine covered with sugar packets, steak cook indicators and food debris indicating long standing pre-wash problems.

Action taken

Sanitation Officer has been instructed to re-train all his staff to remove all soil, food residue, paper etc. from the glassware, chinaware and flatware during the pre-wash stage. Also, a more thorough cleaning system of all glasswash and dishwash machines on board after every service has been implemented.

26. REF. NO. 26

Bistro

Numerous soiled plates were found in the clean utensil storage area.



Action taken

Sanitation Officer has been instructed accordingly and greater attention is paid during the pre-wash stage of chinaware at the Bistro area. A pre-soak system of the plates has been implemented.

27. REF. NO. 20

Bistro

Double door reaching cooler ambient temperature was at 53°F. No potential hazardous food was stored in unit at time of inspection.

Action taken

This was due to the constant opening and closing of the refrigerators. This has now been minimized by utilizing the undercounter refrigerators in the service area of the Bistro.

28. REF. NO. 20

Bars

Regents Bar reaching cooler temperatures were noted to be 53°F and 52°F. No potentially hazardous food was stored in unit at time of inspection.

Action taken

The refrigerator has been fixed during the USPH Inspection.

29. REF. NO. 34

Bell Box – Room Service

Handwash sink was supplied with hot water, but under sink valve was stuck in off position.

Action taken

Valve has been fixed and handwash sink in the Room Service area now utilizes both cold and hot water.

30. NOTE

Food Safety – General

Review New USPH Operations Manual for changed and New Requirements in section 6.0 including Management, Monitoring, Consumer Advisory, New Cooking and Refrigeration Temperatures.



Action taken

The new manual had already been downloaded from the Internet by shoreside Hotel Operations Management and copies were distributed to Master and Hotel Manager. Additionally, copies of the VSP Operations Manual 2000 and a summary which includes the main differences in the new manual have been distributed to all concerned. These items were given to us by USPH inspectors.

Theodoros Savva

Cc: Mr. G. Livadas
Captain C. Theocharis
Mr. D. Charalambous